

Trend Micro

REMOTE MANAGER™

Increase Your Profits by Improving Your Productivity

Trend Micro Remote Manager™ is a unique multi-tenant, cloud-based management console designed for Trend Micro channel partners and managed service providers (MSPs).

Free of charge for registered Trend Micro resellers, Trend Micro Remote Manager provides the ability to oversee your entire Trend Micro small and medium business (SMB) product portfolio for all of your customers from anywhere, anytime.

Whether you remotely monitor and manage traditional software installations, have moved to a cloud-services model, or have a hybrid of both, Trend Micro Remote Manager provides you with a single pane of glass for all of your on-premises and cloud-based security solutions.

Trend Micro Remote Manager gives you control of your Trend Micro customer installations, including an at-a-glance security dashboard that shows the status of all your customer accounts in one view.

With consolidated reporting of all customer usage across products and monthly summary and bill reports, Trend Micro Remote Manager allows MSPs, like you, to improve efficiency by completely automating monthly usage and reporting.

KEY BENEFITS

Increase Profitability and Enhance Service Quality

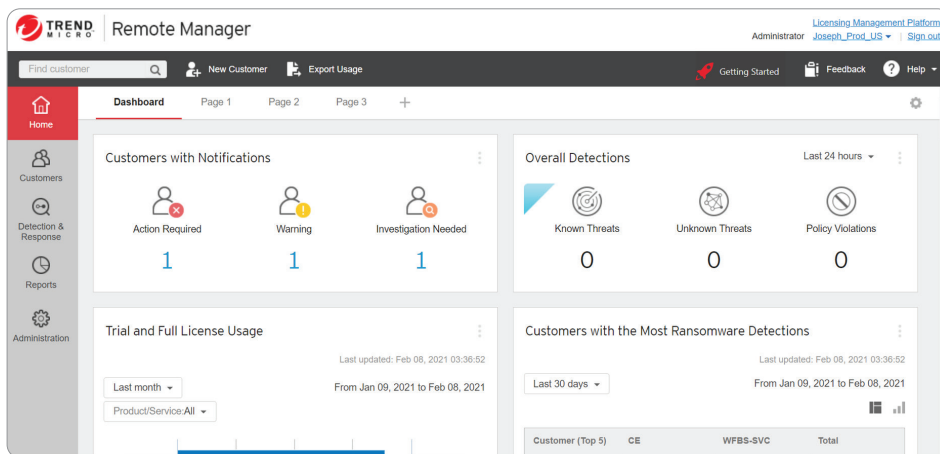
- Spend more time on high-value activities and less time on operational tasks and enhance service quality through in-depth analysis and proactive actions

Improve Operational Efficiency

- Reduce operational service effort of IT staff by using a single console to manage multiple customers

Deepen Security Insight

- Analyze security issues through graphical reports and summary dashboard data



Trend Micro Remote Manager interface

TREND MICRO REMOTE MANAGER HELPS GROW YOUR BUSINESS

Use our FREE management console to control your SMB accounts and significantly increase your business by more than resellers not using the tool.

KEY FEATURES

- **Centrally manage:**
 - Multiple customers from a single web console
 - Numerous Trend Micro products, both on-premises and cloud-based security solutions
 - Cross-customer detection, investigation, and response. Eliminates wasting time checking each customer's product console.
- **Increase productivity:** Integrates with third-party professional services automation (PSA) services and remote monitoring and management (RMM) tools
- **Immediate deployment:** The solution is free of charge, doesn't require any hardware or infrastructure, hosted by Trend Micro, and available in the cloud
- **Save MSPs time and money:** Auto-synchronizes with Trend Micro™ Licensing Management Platform (LMP) to eliminate the manual process of linking all newly provisioned products
- **Better support:** For MSPs that have a hybrid model to manage, monitor, bill, and report usage of annuity services and traditional annual license customers from a single console
- **Easier reporting and billing:** Generates raw license reports, allowing you to separate out recurring revenue customers from annual customers

TOOL FOR MSPs

Trend Micro Remote Manager allows MSP partners to aggregate Trend Micro SMB customers into a central console, and acts as a conduit to your existing RMM and PSA tools. Additionally, Trend Micro Remote Manager gives your technical administrators single sign-on (SSO) access to Trend Micro SMB accounts, so they don't have to manage several usernames and passwords.

GROW YOUR BUSINESS WITH TREND MICRO REMOTE MANAGER

FEATURES	HOW IT HELPS EXPAND BUSINESS
Provides a single console to manage multiple customers and products at any time	- Improves resource efficiency and allocation - Allows you to spend more time on high-value projects and less time on low-level administrative tasks
Provides a single security dashboard for all supported products	Identifies potential service opportunities and accelerates response times to threats
Automatically generates customer operational reports	Enhances service quality through in-depth analysis and proactive next steps
Facilitates customized risk-assessment levels for different customers	Allows you to define different levels of monitoring service for customer support options
Automatically submits event alerts from Trend Micro Remote Manager to RMM and/or PSA tools	Enables MSPs to integrate security into the ConnectWise Manage, Kaseya, Datto Inc., and Autotask management consoles for easy, centralized monitoring and viewing
Auto-synchronization with LMP	Saves time and money by eliminating the manual process of linking newly provisioned products
Combined license view	Permits you to manage recurring customers and annual customers from a single console
Raw license reporting	Allows you to separate recurring customers from annual customers for easier reporting
Automatically calculates and submits usage data to the billing module in ConnectWise Manage	Allows you to streamline and automate monthly usage reporting directly into ConnectWise Manage to facilitate automated billing to your customers and reporting your usage back to Trend Micro
Provides ConnectWise Manage Executive Summary report	Provides statistical data from managed Trend Micro security solutions that can be automatically incorporated into monthly Executive Summary reports, which help demonstrate the value that you are providing your customers
Centrally manage cross-customer detection, investigation, and response across multiple products	Allows you to receive alerts and sweep indicators of compromise (IoCs), endpoint, and email. You can then take mitigation actions across your customer base all from one single pane of glass. Eliminates wasting time checking each customer's product console.

SUPPORTED TREND MICRO SECURITY SOLUTIONS

- Trend Micro™ Worry-Free™ Services
- Trend Micro™ Worry-Free™ Advanced
- Trend Micro™ Worry-Free™ Standard
- Trend Micro™ Hosted Email Security™
- Trend Micro™ Cloud App Security
- Trend Micro™ Email Security
- Trend Micro™ Web Security™
- Trend Micro™ Cloud Edge

Complete supported products list [here](#)

SYSTEM AND NETWORK REQUIREMENTS

- Minimum 50MB of free disk space
- Active internet connection
- Support browsers: Latest Google Chrome™ version (recommended), latest Firefox™ version, Microsoft Edge, and Microsoft Internet Explorer 11
- No pop-up blockers
- Security level for trusted sites set to Medium
- Trusted sites should include the Trend Micro Remote Manager URL

LOCAL LANGUAGE SUPPORT

Supported languages: English, Japanese, French, Spanish, Italian, German, and Traditional Chinese

RMM INTEGRATION

- ConnectWise Automate
- Kaseya VSA
- Datto RMM

PSA INTEGRATION

- ConnectWise Manage
- Autotask PSA

SIEM INTEGRATION

SMPI tool available to export logs in syslog format. Details: <https://csapi.trendmicro.com/docs/en-us/service-management-api/about-smapi.aspx>



Securing Your Connected World

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